

New service
available until
31st March
2016



**GP
appointments
now available
during evenings,
weekends
and bank
holidays**



If you are registered with a Leicester City GP practice, you can now get an appointment with a GP or nurse during evenings, weekends and bank holidays at one of four healthcare hubs (centres), just as you would with your own GP practice.

Opening times:

Weekdays: 18:30 to 22:00

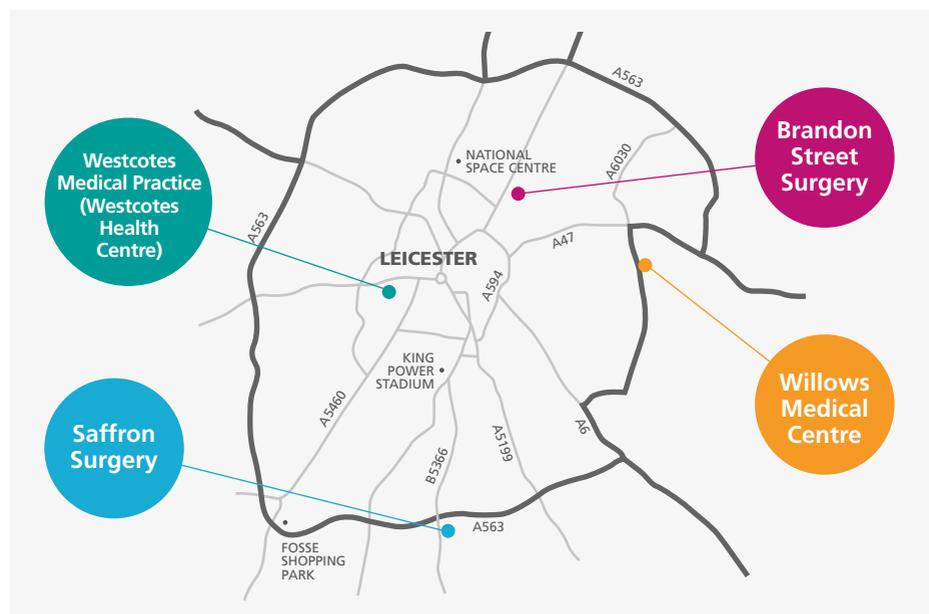
Weekends and bank holidays: 09:00 to 22:00

Call **0116 366 0560** or NHS 111 for an appointment, or just walk in.
www.leicesterccg.nhs.uk/healthcare-hubs

If you are registered with a GP practice in Leicester City, you can now benefit from an appointment with a GP, an advanced nurse practitioner or a practice nurse during evenings, weekends and bank holidays at one of four new healthcare hubs in the city.

Where are the hubs?

Healthcare Hub	Address
Willows Medical Centre	184 Coleman Road, Leicester, LE5 4LJ
Westcotes Medical Practice	Westcotes Health Centre, Fosse Road South, Leicester, LE3 0LP
Brandon Street Surgery	Belgrave Health Centre 52 Brandon Street, Leicester, LE4 6AW
Saffron Surgery	612 Saffron Lane, Leicester, LE2 6TD



When are the hubs open?

Weekdays: 18:30 to 22:00

Weekends and bank holidays: 09:00 to 22:00

How can I get an appointment?

The best way to make an appointment is to telephone 0116 366 0560 during the hub opening hours.

Alternatively you may come to the reception at any of the hubs, during the opening hours, to make an appointment in person. If there are no free appointments on the day, you may be asked to go back to your own GP practice or to an emergency service.

An appointment may also be made at one of the hubs for you by your own practice, if they are unable to fit you in themselves, or by NHS 111.

What can I expect when I arrive at the hub?

When you arrive for your appointment you will need to be registered to use the service. To do this, you will need to fill out a form, which may take a few minutes. You will need to do this every time you use the hubs.

You will continue to be registered at your usual GP practice. Details of your consultation at the hub will be provided to them so that your medical record is up to date.

The health professionals treating you at the hubs will need to see the medical record that is stored on computer at your own GP practice so that they can make well informed decisions about the care that is best for you. This information will be treated in the strictest confidence.

When you register, you will need to give permission for the person treating you to look at this information. For reasons of clinical safety, if you do not give permission, we will be unable to register you.

If an urgent blood test is required, this will be arranged by the hub and the results followed up. The service does not unfortunately provide home visits at the present time.

If I need a prescription, is there a chemist open nearby?

The hubs will be able to provide you with a list of nearby chemists with opening hours and telephone numbers.

Confidentiality and Data Protection

At all of the hubs, just as in your own GP practice, we take confidentiality very seriously. All staff realise the importance of this and it applies throughout all of the hubs. Information is not given out to third parties without the consent of the patient. This is regardless of age and applies just as much to young people requiring help with sensitive issues such as contraception as older patients.

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and the hubs are registered under the Data Protection Act. For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.



The four healthcare hubs have been funded by the Prime Minister's Challenge Fund. The service has been arranged for Leicester City patients by three federations of Leicester City GP practices (Millennium Federation, Across Leicester Health and City Central), supported by NHS Leicester City Clinical Commissioning Group and NHS England. The healthcare hubs will be operating until 31st March 2016 to test this way of delivering care for patients. The learning from the project will be used to develop future services.